RETIREMENT ADVISOR TEAM LEADER
Phoenix
Starting Salary: $40,000 to $50,000

The Member Services Division of the Arizona State Retirement System is seeking individuals with customer service and supervisory experience to fill two Team Leader positions in its inbound call center.

DUTIES INCLUDE:
- Planning, scheduling, and prioritizing workload; reviewing work flow of unit, recommending and implementing procedural changes
- Supervising, supporting, and motivating staff to ensure organizational goals are accomplished; providing opportunities for training, decision making, participation, and innovation; setting team and individual goals
- Reading and interpreting codes, laws, and regulations and resolving technical or work procedural problems and questions
- Compiling information for and preparing reports on activities of the work unit
- Conducting employee performance appraisals
- Resolving escalated transactions regarding membership rules and estimation and distribution of benefits as applicable to individual members

KNOWLEDGE, SKILLS, AND ABILITIES:
- Two to five years supervisory/leadership experience
- At least four years experience banking, pension, insurance, government, or client/customer service industry with experience in administration/management
- Experience in establishing and maintaining strong relationships with all levels of organization
- Strong project management skills
- Exceptional skills in identifying/analyzing organizational and/or procedural problems and determining and implementing effective solutions
- Ability to review work and meet deadlines with accuracy
- Proven ability to express ideas clearly in both written and oral format
- Ability to effectively lead teams and to coach and mentor others
- Ideal candidate will have a four-year college degree in business, public administration, or related field

Interested applicants must submit a comprehensive resume to jobs@azasrs.gov by Friday, January 9, 2008, at 5:00 p.m.

This position is not covered by the State Personnel Merit rules.
AA/EOE